

CHETNA NAGAR
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TECHNICAL WRITER

Summary:

- I have 10+ years of experience in content writing. **5+ years of experience as a Technical Writer with experience writing clear, concise, and informative technical documentation for a variety of audiences including state government, technology, financial, retail, banking, healthcare industries.** 4+ years in an agency, conceptualizing and writing creative content.
- Skilled in translating technical jargon into plain, easy-understand language for non-technical target audiences. Focusing more on user experience (UX) and conducting user research.
- Partnered with cross-functional teams to create standard operating procedures, presentations, visual workflows, reports, FAQ's, internal communication, blog posts & multi-media content.
- I rely heavily on research and data analysis to identify and implement the most effective solutions.
- Experienced in creating engaging training content using authoring tools like Articulate.
- Technologies familiar with- Java, Data Science, Big Data, Business Intelligence, Oracle, SQL, .Net etc.
- My ability to tell a compelling story and present information in a clear and concise manner coupled with my natural problem-solving skills and ability to meet deadlines, makes me an asset to any team.
- I am a visual thinker with a keen eye for detail & design and enjoy discovering insights that lead to smarter work. I am an effective problem-solver and collaborative team player.

Proficiencies:

- Technical Writing
- Content Writing & Management
- Editing. Proof checking & Publishing
- Branding & Marketing
- Research & Data Analysis
- Social Media Strategy
- Agile, Jira, Project Management & Stakeholder Communication
- SEO, SEM
- Office 365 (Word, Excel, PowerPoint, Visio), SharePoint, Articulate
- Canva, Adobe Acrobat, WordPress

Education:

- Master's in economics, Mumbai University, India
- Bachelor's in economics, Mumbai University, India

Experience:

Technical Writer

Jan 2023 – Present

Orbitalz LLC, Vienna, VA

- Write concise and error-free technical documents for multiple clients. Work included but not limited to creating product manuals, UX user guides and Standard Operating Procedures (SOP's), social media marketing content, multi-media presentations etc.
- Creating technology skills learning prompts for AI with a user-centric approach to enhance the trainee's experience. Train them to use the- define, describe, deliver statements that can generate optimized results for their search.

Startup COO /Creative Head/Technical Writer

Jan 2022 – Jan 2023

Estrobes Technologies Inc., Vienna, VA

- Copywriter/editor for marketing department

- Create employee training material and writing SOPs with authoring tool Articulate.
- Writing company blogs and website content
- Reviewing legal and contract documents
- Lead, develop and execute social media advertising, marketing, and brand creation.
- Producing LinkedIn and Facebook content to enhance the user experience(UX) for company branding.
- Strategy planning and execution of corporate health and wellness initiatives.

Sr. Technical Recruiter

April 2021 – Jan 2022

Walmart Global Tech

- Managing the recruiting process for Walmart's business area by collaborating with business unit hiring managers and people partners.
- Work with Hiring Managers for creative ways to attract talent from writing job posts to outreach efforts internally within Walmart and on social media platforms. Managing multiple projects and work streams.

Lead Recruiter/Content Manager

March 2018 - April 2021

pureIntegration, Herndon, VA

- Driving the recruiting efforts nationally across all business lines supporting in house as well as our Fortune 50 clients
- Creating strategy for talent, that includes creative ways of marketing companies' jobs on social media and Copywriting for technical jobs.
- Creating content and managing internal website job posting and external/social media sites

Technical Writer

March 2014 – June 2019

Orbitalz LLC, Herndon, VA

- Created technical documents such as user guides for technical users for development, testing and deployment. Focused on producing high-quality content tailored for external users.
- Responsible for enhancement and marketing of Orbitalz on several social media platforms. Actively company in branding and developing website content.

Business Development Manager, Talent Acquisition Team

October 2009 – May 2014

USM Business Systems Inc., Chantilly, VA

- Responsible for sales, marketing, new client development and management. Exceeded sales goals by 150%.
- Acquired the highest yielding client account for the company which made revenue of at least \$ 2 million per year.

Technical Recruiter/Content Writer

November 2005 – May 2009

Links Group International Inc., Chantilly, VA

- Provided full life cycle recruiting to include sourcing, screening, briefing managers on candidates, conducted face to face interviewing, salary negotiations, extending offers and closing candidates.
- Involved in content management, writing, and editing company's website, brochures, and newsletters.

Senior Copywriter

Jan 2001 – Oct 2005

Concept Communication, IN

- Conceptualized, wrote, and edited ads for print, radio, and television.
- Involved in conceptualizing, copywriting, branding and editing for multi-media advertising campaigns, websites, brochures, flyers, and billboards.
- Worked for clients in the banking, tourism, education, fashion & beauty houses.
- Made mundane services of banking, insurance, railways, ports etc. interestingly saleable by introducing refreshing creative twists to their ad campaigns.

Content Writer/Copywriter

Nov 1999 – Jan 2001

Zodiac Enterprises, IN

- Wrote educational material for Cambridge University Press level 1 and 2 books for learning spoken English.